

**State of New Hampshire
Before the Public Utilities Commission
Abenaki Water Company Inc.**

Request for Changes in Rates
Docket No. DW 20-112

Petition of Jared & Jennifer Sadeck of 2 Blueberry Ln. in Village Shore Estates for Intervention.

January 28, 2021

Dear Commissioners:

I am writing requesting to intervene on the matter of Abenaki Water asking to increase the rates. Please read through carefully the reasons why I oppose the rate increase. I believe to have sufficient and solid reasons for my opposition.

Since my wife and I purchased our home in 2015 Abenaki has been an issue for us and others living in Village Shore Estates. Shortly after moving in we found out that we had to pay for a surcharge pertaining to a legal matter between Village Shore Estates and Abenaki. This is something that happened before we purchased our home and knew nothing about, and yet were charged an additional surcharge.

Maybe a year after moving in Abenaki sent out a letter stating the Arsenic level is higher than State regulations allow and in order to fix it they would need to purchase and obtain new filtering media. If I remember correctly it took over three months for Abenaki to obtain and change over to the new filtering media. I bring this old matter up as we are now a few years later in the same situation with Arsenic levels higher than allowed. Last time I had to run out and purchase water to drink and cook with. Mind you I had twin two or three year old girls at the time. Therefore residents of Village Shore Estates are paying for some of the most expensive water in the state. I believe we were in the top three at that time for most expensive water in the state. And yet again I am forced to purchase water for drinking and cooking. Why is it Abenaki hasn't obtained a supply for routinely changing the filtering media in order to make sure that our water is always within the acceptable state required levels? Also as I am writing this to you there has been no correspondence to update Village Shore Estates if the high Arsenic level has been resolved.

The rate increase Abenaki is purposing more than doubles my bill. I believe it will go up 110%. The letter they sent out clearly states the temporary rate increase would be 90.62%. As of right now I am paying for water that is not even safe to drink. But Abenaki wants to raise my bill and their request is not even a gradual increase over years, but in a way overnight. Think about that. What if your cell phone bill, car insurance, or even grocery bill more than doubled one day? Then to top it off you couldn't even eat the food so you have to spend more of your budget to get food you can eat.

Since receiving the first notification letter for the last time the Arsenic levels were too high, there have been numerous problems with the water system in Village Shore Estates. At one point it wasn't uncommon for Abenaki to have to shut the water system off once a month due to repairs which always resulted in dirty brown water. And many times in which there was no water, just air. Abenaki has a routine of just bandaiding the problems as they come up. There is no proactive effort to resolve any potential future problems that may occur, or do any long term resolutions that are solid for the water system. For the past few years as spring arrives and the ground thaws out problems begin. Do they even have a plan to be better prepared this year? The only plan they have is they stated in the rate increase notification letter that they had a loss of \$17,425 ending in 2019. Abenaki's fix for this is to charge for anticipated expenditures of \$125,000. Abenaki is trying to recoup expenses from the water tank inspection. According to the Settlement agreement from November 21, 2013 in which New England Service Company Inc. created the New Hampshire water utility company of Abenaki Water systems forming it as stated in the Agreement on page one for the purpose of acquiring the assets of White Rock (Village Shore) and Lakeland (Belmont). On page two shows the request for the Commission to approve the sale and authorize Abenaki to be a public utility. Not only that the Settlement Agreement on page three states it. "On November 18, 2013, the Settling Parties held a Technical Session/Settlement Conference via conference call to discuss any outstanding issues and settlement terms." I am sure the new company of Abenaki was made aware of the aging issues of White Rock during the Technical Conference Call. I don't know how they would not be aware of issues. I say this as there is an out of service fire hydrant at the end of Shore View Dr. If this fire hydrant were operational it would lower homeowners insurance rates for the neighboring homes close to the hydrant like mine which is only two houses away. The best part of the Settlement agreement is on page four part B. Authority to Operate. There was a request for the Commission to approve Abenaki to engage in business of providing water service for White Rock and Lakeland areas would be for the "public good."

I ask those of you reading this to stop and take a moment to go to www.AbenakiWaterCompany.com and then click on the About Us tab. Don't worry it is only a single short page. But take a close look at the third paragraph, especially the first sentence. I am sure that most of the residents of Village Shore Estates will disagree with the third paragraph. So much so that many of us are certain that the condition of the water system to Village Shore Estates has lowered the value of our homes. Many of us are looking to move as things don't seem to be improving or even being maintained. When purchasing a home in Village Shore Estates the source of water listed is always just a Well. Not Community Well.

The first paragraph when I read the About Us page on the Abenaki website talks about Abenaki Water Company purchasing the Rosebrook water system in 2016 to the Mount Washington Hotel and parts of the Towns of Carroll, NH and Bethlehem, NH. Although small they also acquired Tioga River Water Company. If Abenaki Water Company is having such a difficult time maintaining, I wish it was improving the water system for Village Shore Estates, then how is it they are able to acquire other water companies? Why do they need grants and to increase rates if they have the ability to purchase other water system companies? And now that Abenaki was approved for a grant. Why the need to increase the rates?

Other residents of Village Shore Estates have mentioned leaking tanks, not allowing the ability to water lawns due to the leaks and lack of rain to replenish the well. Abenaki has no problem sending out notifications telling residents not to water lawns, or use small kid pools to cool off children or pets. At no point in time have they ever offered information on how to best conserve water. No offerings of research assistance or advice on maybe water barrel systems to store water run off from any rain storms, to be used later for lawn and garden watering. How about water recirculation pumps as to when turning on the tap for hot water you have hot water almost instantly. Tankless water heaters so as to reduce the need to store water from the system when it is low. They have not mentioned any future, ideas never mind solid ideas or plans to maybe capture water run off that would normally go into the side street drains but could be diverted and maybe filtered for better use. To this day I still keep water jugs to be able to flush my toilet as I have learned that anytime the water system of Village Shore Estates can go down as it is definitely not reliable.

Abenaki has not proven an adequate need for the rate increase. The Abenaki web page states there are only two staff to the entire company of Abenaki Water Company. Abenaki has proven they cannot fulfill their current obligations to provide safe water, never mind reliable. The town of Bow just increased taxes in town due to a request for school improvements, increase of teacher benefits, and another request has been made for teachers again. My girls have to go to the Bow Youth program which is not cheap for two children. My job and my wife's job have been deemed essential. Covid put my job on furlough for four months.

With a final note. Just in case Abenaki decides to put their web About Us page under construction. I have copied and pasted it below.

About US

Abenaki Water Company (AWC), a wholly owned subsidiary of New England Service Company (NESC), acquired the Lakeland Management Company and White Rock Water Company in 2014. These two community water systems serve a combined population of about 230 customers in Belmont and Bow, NH.

AWC purchased the Rosebrook water system in 2016, which supplies the Mount Washington Hotel in Carroll, NH. The water system supplies 410 residents and businesses in the Town of Carroll and Bethlehem, NH. Most recently, AWC acquired the Tioga River Water Company, which consists of 2 systems comprised of 60 customers total. The two systems are located in Gilford and Belmont, NH.

AWC and NESC are dedicated to providing a safe and reliable water service to all of their customers. The two entities regularly discuss and collaborate on operating procedures and capital improvements for the various systems in an effort to strive for continuous improvement. Through its relationship with NESC, AWC has been able to attract cost effective capital to make necessary system upgrades and improvements.

Our Staff

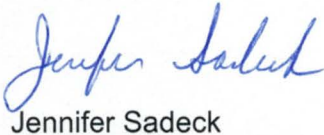
Donald Vaughan, Chairman of the Board of Directors, holds a BSCE from Northeastern University and an MBA from Nichols College. He is also a registered Professional Engineer in the state of Massachusetts. He has been employed by the Company since 1992.

Taylor deOgburn, Operations Manager, holds a Bachelors degree from Southern New Hampshire University. He has been employed by the company since 2018.

Thank you for reading through what I had to say.



Jared Sadeck



Jennifer Sadeck